

# New Aged Care Quality Standards for CHSP Volunteers



This 2 hour workshop will provide an interactive and engaging overview of the new Aged Care Quality Standards tailored for CHSP volunteers.



Focusing on Standard 1 Consumer dignity and choice as well other standards relevant to the role and services of a CHSP volunteer.

This workshop will include the following topics:

- Overview of the new Aged Care Quality Standards
- Charter of Aged Care Rights
- Upholding dignity and respect and valuing identity, culture and diversity of consumers
- Impact of attitudes, values and beliefs
- Consumer choice, customer service & complaints management.

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#### When:

Tuesday  
6 August 2019  
9:30 am to 11:30 am

#### Where:

Tom Foster Community Centre  
11 - 13 Darley Street  
Newtown NSW 2042

**Cost:** Free for CHSP volunteers

**Facilitator:** STARS, Canterbury City Community Centre

Funded by the Australian Government Department of Health

Bookings and enquires **9750 9344** or [customerservice@4cs.org.au](mailto:customerservice@4cs.org.au)